

PRODUCT WARRANTY

Effective June 1, 2003

GENERAL

The warranty as detailed in the following document applies only to products supplied by Paramount Window Inc. to the **Original Consumer**. The Original Consumer is the individual who originally purchased the product(s) or the original owner of the building in which the product is installed. If you are the original owner of the building in which the product was installed but were not the original owner of the product it is your responsibility that you obtain from Paramount Windows Inc. or from whom the product was purchased a copy of this warranty and all necessary instructions for care and maintenance. Proof of purchase is required for all warranty claims.

It is important to note that all warranties are subject to limitations, conditions, disclaimers, and exclusions as described in this document. All products manufactured and distributed by Paramount Windows Inc. are guaranteed to be of quality workmanship and material and free of all defects for a period of two (2) years except for some limitations as noted below. The following warranties are provided by Paramount Windows Inc.

INSULATED GLASS UNITS

What is warranted : Paramount Windows Inc. warrants that for a period of twenty (20) years (previous to 2003 the warranty was 10 years), under normal conditions material obstruction of vision, resulting from moisture film formation on the interior of the glass of Paramount Windows Inc. units caused by hermetic seal failure, other than glass breakage, will not occur. Full replacements costs are included for a period of two (2) years from date of manufacture. Stress cracks are covered for a period of **1** year from date of manufacture. Warranty is covered only on the initial installation.

The warranty is pro-rated as described below :

If the unit fails within 10 years from date of manufacture, a credit of 100 % of the current list price of the replacement unit will be provided. Labor is not included.

If the unit fails within years 11 - 15 from date of manufacture, a credit of 50 % of the current list price of the replacement unit will be provided. Labor is not included.

If the unit fails within years 16 - 20 from date of manufacture, a credit of 25 % of the current list price of the replacement unit will be provided. Labor is not included.

Decorative door lites are limited to the extent of the manufacturer's warranty.

What is not covered : This warranty will be void if a Paramount Windows Inc. Insulated Glass unit is not installed in accordance with our installation instructions or if the unit is damaged in transit. The warranty does not apply to replacement units beyond the 20 year period where the product was delivered via ship, railroad or other vehicles when shipped outside of Canada or the United States. The warranty only applies to the Original Consumer. It is not transferable.

Condensation on the window surface is not included in this warranty. Any related water damage due to condensation which may occur as the natural result of humidity does not indicate a defect and is not included in this warranty. Minor imperfections in the glass that do not result in reducing structural integrity or significantly reduce normal vision through the glass are not warranted.

This warranty does not cover glass breakage or distortion. Also excluded from this warranty are insulated glass units that have been damaged due to accident, abuse, misuse, alteration, a faulty building design or construction, improper handling and storage, installation in sloped glazing or out of square.

Also not covered by this warranty are units that have been subject to stress from movement of the building structure, use of films or coatings on the glass and where units are used in swimming pool or in other high humidity areas without adequate ventilation and/or humidity control.

Rattling of grills placed in between the glass for windows and doors is not covered by warranty. Discoloration or fading of between the glass grills or wood removable grills is not considered a defect and is not covered by warranty.

Paramount Windows Inc. will not be responsible for refinishing, painting, or staining of any wood parts as a result of a seal failure or replacement of an insulated glass unit.

Decorative glass (sand blasting, etching, v - groove etc) is not included in the warranty. If the unit fails and is under warranty than Paramount Windows Inc. will replace the cost of the unit as if it were a clear unit with no decorative glass.

How to get a new insulated glass unit (s) if covered under the warranty: If the sealed unit is under warranty, Paramount Windows Inc. will supply a replacement unit to the original point of purchase. If the unit is to be shipped directly to the consumer (where that location is not the original point of purchase) than normal shipping costs will apply. After 2 years the consumer will be responsible for the installation cost of the insulated glass unit(s).

HARDWARE

What is warranted: Paramount Windows Inc. warrants that all operating window hardware except for electrical operators is warranted against defects in material and workmanship for a period of 10 years from the date of manufacture of the window. Door hardware is limited to the extent of the manufacturer's warranty.

What is not covered : This warranty does not cover any product that has been misused, worn out, altered, used for any purpose other than what it was intended or in a manner inconsistent with any instructions regarding its use, nor does it cover zinc dichromate coatings against corrosion. The warranty only applies to the Original Consumer. It is not transferable.

How to get new window or door hardware if covered under the warranty: If the hardware is under warranty, Paramount Windows Inc. will supply a replacement unit to the original point of purchase. If the hardware is to be shipped directly to the consumer (where that location is not the original point of purchase) than normal shipping costs will apply. After 2 years the consumer will be responsible for the replacement cost of the hardware. Paramount Windows inc. does reserve the right to limit labor costs for replacing or repairing of hardware in outlying areas.

PVC WINDOW FRAMES

What is warranted: Paramount Windows inc. warrants that white or tan PVC window frames manufactured by Paramount will not crack, warp, pit, corrode, peel or blister under normal use for a period of 25 years from date of manufacture.

What is not covered: Variance or fading in the color due to environmental conditions does not indicate a warranty and is not covered by the warranty. Painting of PVC parts, not authorized by Paramount Windows Inc. will void any warranty with respect to such parts. The warranty only applies to the Original Consumer. It is not transferable.

How to get new PVC window frame components if covered under the warranty: If the PVC component is under warranty, Paramount Windows Inc. will supply or repair the replacement component to the original point of purchase for a period of up to 10 years from date of manufacture. Within 2 years Paramount will repair or replace the defective item at no charge.

ALUMINUM CLAD WINDOW AND DOOR FRAMES

What is warranted: Paramount Windows Inc. warrants that aluminum window frames manufactured by Paramount will not rust, crack or warp, pit corrode, peel (adhesion loss) or blister under normal use for a period of 10 years from date of manufacture.

What is not covered: Variance or fading in the color does not indicate a warranty and is not covered by the warranty. Painting of aluminum clad parts, not authorized by Paramount Windows Inc. will void any warranty with respect to such parts. This warranty is strictly limited to workmanship and material defects and does not cover damage or defects caused by : damage that happened during transit once it leaves our plant, damage that occurred at the building site, acts of nature, vandalism or from any other cause that is beyond Paramount's control. The warranty only applies to the Original Consumer. It is not transferable.

How to get new aluminum clad frame components if covered under the warranty: If the paint coating is under warranty, Paramount Windows will supply or repair the replacement component to the original point of purchase for a period of up to 10 years from date of manufacture. Within 2 years Paramount Windows Inc. will repair or replace the defective item at no charge. Paramount Windows Inc. does reserve the right to limit labor costs for replacing or repairing of aluminum clad frames in outlying areas.

WOOD COMPONENTS (FRAMES AND SASH)

What is warranted: Paramount Windows Inc. warrants that wood components for a period of 1 year from date of purchase will be free of defects in workmanship or materials which might render the product unserviceable. After 1 year, due to the natural characteristics of wood, IE expansion and contraction from excessive heat or relative humidity, wood window warranties are void.

What is not covered: Texture, differences in wood grains, or color variations do not constitute defects in wood components and are not warranted. Paramount Windows Inc. will not, under any circumstances, be responsible for any painting or refinishing. For the original consumer to be covered by this warranty wood components must ensure that all wood components are protected against moisture and excessive dryness and all interior and exterior surfaces, top and bottom, are adequately stained, painted or varnished.

How to get new wood components if covered under the warranty: If the wood component is under warranty, Paramount Windows will supply or repair the replacement component to the original point of purchase for a period of up to 1 year from date of manufacture. Paramount Windows inc. does reserve the right to limit labor costs for replacing or repairing of wood components in outlying areas.

STEEL DOORS AND FIBREGLASS DOORS

What is warranted: Paramount Windows Inc. warrants to the original consumer that steel doors for a period of 10 years from date of purchase will be free of defect, warpage, delaminates or error in workmanship. Door warpage, when installed with a standard lock and hinge preparation, is considered a defect when the deflection is 5/16" or more.

What is not covered: The warranty is not valid where insulated glass units over 66" in height are installed in the 6/8 door panel or 78" in an 8/0 high door panel. All 8/0 high doors must have a multipoint lock installed by Paramount for the warranty to be valid. Paramount Windows Inc. will not be responsible for refinishing, painting, staining, repairing, or replacing of any wood parts (e.g. carpet or hardwood floors) as a result of water leakage due to a defective door frame. Air or water infiltration of out swing doors does not indicate a defect and is not included in this warranty.

How to get a new steel or fiberglass door panel if covered under the warranty: If the steel or fiberglass door panel is under warranty, Paramount Windows Inc. will supply or repair the door panel to the original point of purchase for a period of up to 10 years from date of manufacture for steel doors. Within 2 years Paramount will repair or replace the defective item at no charge. Paramount Windows Inc. does reserve the right to limit labor costs for replacing or repairing of steel or fiberglass doors in outlying areas.

SILICONES, CAULKING AND WEATHER STRIPPING

What is warranted: Paramount Windows Inc. warrants to the original consumer that its silicone and weather stripping will not crack, corrode, peel or blister under normal use for a period of 1 year from date of manufacture.

What is not covered: The warranty is not valid if any of the silicone, caulking or weather stripping has been painted or stained. Paramount Windows Inc. will not be responsible for refinishing, painting, or staining of any wood parts as a result of water leakage due to a defect in the silicone or weather stripping. Discoloration or fading of the silicone, caulking or weather stripping is not considered a defect and is not covered by warranty.

How to get new silicone caulking, or weather stripping if covered under the warranty: If the item is under warranty, Paramount Windows Inc. will supply or repair the silicone, caulking or weather stripping to the original point of purchase for a period of up to 1 year from date of manufacture at no charge. Paramount Windows Inc. does reserve the right to limit labor costs for replacing or repairing of silicone, caulking or weather stripping in outlying areas.

GENERAL PROVISIONS EXCLUSIONS, DISCLAIMERS AND LIMITATIONS ON LIABILITY

The provisions of this warranty establish the maximum liability that Paramount Windows Inc has for its products. Paramount Windows Inc. will not be liable for any incidental, consequential, special or direct losses. If there are losses or damages however they may be caused whether due to negligence or otherwise will be remedied by the conditions as set out in the contents of the above warranty. Any warranties of merchantability or fitness for a particular purpose are limited in duration to the period of coverage of the express written warranties.

No distributor, salesperson, dealer, builder, renovator, retailer or other representative of Paramount Windows Inc. has the authority to make warranties of fitness for a particular purpose or to later change these warranties either orally or written.

PRODUCT WARRANTY

The following is an overview of the product warranty.

Effective June 1, 2003

25 years – PVC Window Frames & Sash

20 years – Insulated Glass Units

10 years – Window Hardware
Steel Door Panels
Aluminum Extrusions

1 year - Silicone, Weather stripping
Wood Components

1 year - Stress cracks on Insulated
Glass Units

** Our warranty does not cover labour charges after two years.

** Our warranty covers normal wear of product. Our warranty is not valid if there is indication of abuse or misuse of the product(s).

** Our warranty is non-transferable.

